

SILEBY PARISH COUNCIL

BUSINESS CONTINUITY PLAN

Adopted: 3 August 2023

Revision Date: August 2024

1. PURPOSE

- To prepare Sileby Parish Council to cope with the effects of an incident/emergency/pandemic
- To identify key roles & responsibilities
- To analyse the emergency risks to the Council's Services
- To define and prioritise the critical functions of the Council's business
- To detail the agreed response to an incident/emergency/pandemic

2. THE MAIN PRIORITIES for the Council are:

- a) Ensuring the Health and Safety of staff, Councillors, volunteers, contractors and Members of the Public participating in Council activities
- b) Maintaining effective and lawful decision-making processes
- c) The continuing operation of essential services and contractual obligations

3. SCOPE

The plan's scope extends to dealing with major incidents which affect the availability of the Council's services, for example:

- Directly: closure of facilities due to a pandemic, a major fire at one of our buildings destroying large parts of the building and making other parts unusable; resulting in the loss of operating space and equipment; and/or
- Indirectly: use of parts of one of our buildings as an emergency evacuation centre or for the provision of another critical service to the community, e.g. GP Surgery, testing centre, vaccination centre, impacting on the ability of the Parish Council to continue to provide its services.

The plan guides the Parish Council's response to incidents which impact on the delivery of its services. Depending on the nature of the incident, another statutory agency, such as the Police and/or Fire Service, may be in charge.

4. ROLES AND RESPONSIBILITIES

Overall responsibility for ensuring the Council has contingency plans and is able to deliver its services rests with the Council's Finance & General-Purpose Working Party, who review and revise this policy as necessary at regular intervals. The Building and Council Assets Working Party has oversight of the systems and processes which ensure the Council undertakes appropriate assessment of risk and implements mitigating actions.

Day to day responsibility for ensuring this policy is put into practise is delegated to the Clerk, who has delegated authority *"To take such action as is required in the case of an emergency or urgency subject to:*

- a) consultation with the Chair of the Council and the Chair of the relevant Working Party, or, in their absence, the Vice Chairman; and*
- b) a report on the action taken being made to the next meeting of the Council*

The Incident Response Leadership Team will consist of:

- Clerk
- Handyman
- The Chair of Council
- Chair of the Building and Council Assets Working Party
- Administrative support will be provided by office staff

Once the initial critical stages have been dealt with, the Building and Council Assets Working Party should be convened at reasonable notice to receive a report on the action taken, to consider the current position, options available for ongoing management of the incident and restoring the Council's Services, and to determine a recovery plan, including further actions, staffing required (including whether enhanced payments are required), finance and timescales.

All employees, may be required at some point to assist with responding to the incident, and should:

- co-operate with the Clerk
- be flexible with their working hours, place of work and with the duties they undertake; and
- follow all procedures to protect their own health and safety and that of others.

5. TYPES OF INCIDENTS

The following lists potential incidents and their impact on the Council's services (this is not an exhaustive list):

INCIDENT	SERVICE IMPACT
Fire / Flood damage at Parish Council Office	Parish Council business, cancellation of room hires
Fire / Flood damage at the Sports Pavilion	Cancellation of room hires and sports pitches.
Fire / Flood damage at The Community Centre	Cancellation of room hires
Terrorist incident / serious crime	Unavailability of space and services located within that space while investigations are undertaken.
Significant disruption to power, gas and/or water	All services, including cancellation of room hires
Significant interruption to phone and internet services	Limited access to bookings system to process new bookings.
Pandemic/Infectious Diseases	Parish Council business, cancellation of room hires and sports pitches

6. DECLARING THE INCIDENT

The Clerk is responsible for assessing the incident, as guided by the examples in section 4 of the plan and/or by the emergency services or other appropriate statutory body, and determining whether there is a significant impact upon the Council's Services. Where practical, the Clerk will involve the Council's Leadership. Should the impact upon the Council's Services be significant or there is a wider emergency declared, then the Clerk will "declare an incident" and take immediate steps to enact the provisions and processes in this plan.

In the absence of the Clerk, the Deputy Clerk will supervise.

7. INITIAL INCIDENT RESPONSE

As soon as it is practically possible and safe to do so, the Incident Response Leadership Team will meet to determine:

- Allocation of Responsibilities to key duties, including liaison with the emergency services, where necessary and liaison with the Council's Insurance and IT Services provider;
- Potential Impact on the organisation and its services;
- The likely impact of individual services;
- Recovery Timeframe;
- Staffing required (numbers, skills, knowledge);
- Data / IT systems required;
- Premises from which to operate (relocation, working from home);
- Communications (Councillors, Partners, Staff, Customers, Residents, Hirers);
- Equipment (key equipment recovery or replacement, alternative sources);
- Supplies (replacement of stock, key supplies required).

8. INITIAL DUTIES

The Building and Council Assets Working Party will initially meet and identify immediate actions, staffing required, how staff will be contacted to respond to the incident and allocate responsibilities. The allocation of responsibilities will be dependent upon the incident and which actions are initially required to facilitate the recovery process.

The list below allocates key responsibilities to an officer, this allocation is for guidance, it is not exhaustive and ensures that key actions are quickly identified and allocated.

In practice the Incident Response Leadership Team may choose to reallocate the responsibilities to ensure that critical actions are carried out quickly and in a timely manner. Dependent upon progress, actions are likely to be re-prioritised and reallocated, particularly in the first 48 hours.

Officer	Initial Duties
Clerk	<ul style="list-style-type: none"> • Liaison with Emergency Services • Convening Building and Council Assets Working Party • Liaison with the Chairman and Vice Chairman of the Council, • Contact / Liaison with Insurance Broker and Underwriter • Contact / Liaison with IT provider • Identifying access to IT systems and server, computers, printers and copying facilities, telephone and communication links • Ensuring information is provided to Councillors • Identifying key messages for staff, public, customers • Seeking guidance from other bodies, such as principal councils, who could provide advice on an emergency/contingency/business recovery situation. • Ordering equipment and supplies, processing and recording orders, invoices and payments under the emergency procedures
Handyman	<ul style="list-style-type: none"> • Contact / Liaison with Utility companies • Contacting staff needed in the service area to undertake initial recovery duties • Ensuring any affected parks, open spaces premises are made safe • Establishing processes and taking action to enable the service (if directly affected) to be recovered

Clerk & Office Staff	<ul style="list-style-type: none"> • Ensuring information is provided to the public • Notifying Public Service partners • Dealing with initial press enquiries and making arrangements for Draft Press Releases • Contacting Hirers • Dealing with and recording enquiries (phone, email and in person) concerning the incident • Administrative support to Incident Response Leadership Team • Ensuring that appropriate filing systems (electronic and paper) are established to assist the Building and Council Assets Working Party in undertaking their responsibilities and keeping records • Updating information on the Council's website • Providing updates on social media • Producing required notices
Premises Operatives (handyman & Cleaner)	<ul style="list-style-type: none"> • Ensuring premises are cleaned, potentially out of hours (e.g. Evacuation Centre) • Making the premises safe

9. CRITICAL FUNCTION ANALYSIS AND RECOVERY PROCESS

Facilities – Rooms for Hire

Priority:	1	Critical function:	Facilities – Rooms for Hire
Responsibility: <i>(responsible for leading on this activity, plus deputies)</i>		Clerk	
Potential impact on organisation if interrupted:		Loss of room hire Cancellation of local group meetings/events Damage to reputation	
Likelihood of interruption to organisation:		Medium – <i>fire, flood, alternative use for evacuation or critical service</i> High – <i>pandemic, alternative use for critical service</i>	
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>		24 hours: <i>to provide information to customers</i> 2 weeks: <i>Loss of customers to competitors</i>	
Resources required for recovery:			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>		<i>contact hirers, make alternative bookings, arrange refunds, assess hirers needs and keep them updated. website, social media, notices, press releases.</i>	
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>		<i>remote access system, requires internet connection and computer.</i> Telephone & Email services.	

Premises <i>(potential relocation or work-from home options)</i>	Alternative facility. Work from Home
Communications <i>(methods of contacting staff, Councillors, suppliers, customers, etc)</i>	Hirers: <i>Telephone / Email</i> General Public: <i>Website, Social Media, Press Releases, Notices, zoom meetings</i>
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>	Computer, server, printer and telephone.

Council Management & Administration

Priority:	2	Critical function:	Council Management & Administration
Responsibility: <i>(role responsible for leading on this activity)</i>	Clerk		
Potential impact on organisation if interrupted:	Impact on Council's decision-making process Failure to meet statutory deadlines Loss of advice/support for Members Uncollected income/payments not made.		
Likelihood of interruption to organisation:	Medium – <i>power and internet disruption, fire, flood, closure of centre due terrorism or serious crime.</i> High - <i>pandemic</i>		
Recovery timeframe:	24 hours: <i>decision making process</i> 1 week: <i>ordering</i> 2 weeks: <i>payments to suppliers/payroll</i>		
Resources required for recovery:			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>	Clerk <i>re-establish service website, social media, notices, press releases.</i>		
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>	<i>remote access system, requires internet connection and computer.</i> Telephone & Email services.		
Premises <i>(potential relocation or work-from home options)</i>	Alternative Facility. Work from Home – provide remote access to office , enable web access to Council email server		
Communications <i>(methods of contacting Councillors, staff, suppliers, customers, etc)</i>	Councillors/Partners/Suppliers: <i>Telephone / Email.</i> General Public: <i>Website, Social Media, Press Releases, Notices, zoom meetings</i>		

Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>	Computer, printer, photocopier and telephone.
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>	Paper, Compliments Slips, address labels, administrative forms, envelopes, stamps, paper.

APPENDIX 1 – EMERGENCY RESPONSE CHECKLIST

RESPONSE CHECKLIST	Task	Completed (Date, time, by)
Actions within 24 hours:		
	Start of log of actions and expenses undertaken (see Appendix 2 Action and Expenses Log)	
	Liaise with emergency services (see Appendix 3 Contact List – Emergency Services)	
	Identify and quantify any damage to the organisation, including staff, premises, equipment, data, records, etc	
	Assess the key priorities for the remainder of the working day and take relevant action. Consider sending staff home, to recovery site etc	
	Inform staff what is required of them.	
	Identify which critical functions have been disrupted (use section 4, Types of incidents)	
	Convene those responsible for recovering identified critical functions, and decide upon the actions to be taken, and in what time-frames (use section 8 Critical Function Analysis and Recovery Process)	

<p>Provide information to:</p> <ul style="list-style-type: none"> • Councillors • Staff • Suppliers and customers • Insurance company 		
<p>Publicise the interim arrangements for delivery of critical activities. Ensure all stakeholders are kept informed of contingency arrangements as appropriate</p> <p><i>Consider how this will be done e.g. website/telephone etc. Consider who needs to know the interim arrangements e.g. key stakeholders, customers, suppliers etc.</i></p>		
<p>Recover vital assets/equipment to enable delivery of critical activities.</p> <p><i>Identify the essential equipment/resources/information that need to be recovered where possible</i></p>		
	Task	Completed (Date, time, by)
Daily actions during the recovery process:		
<p>Convene those responsible for recovery to understand progress made, obstacles encountered, and decide continuing recovery process</p>		
<p>Provide information to:</p> <ul style="list-style-type: none"> • Councillors • Staff • Suppliers and customers • Insurance company 		
<p>Provide public information to maintain the reputation of the organisation and keep relevant authorities informed</p>		

APPENDIX 3 - EMERGENCY SERVICES CONTACT LIST

Table 9: Emergency Contact List

Description	Name and address	Reference	Contact details
Police	Loughborough HQ Charnwood Borough Council Offices, Southfield Road, Loughborough, Leics LE11 2TX		Emergency 999 Non-emergency 101 0800 555111
Police: Anti-Terrorism Team			You can call the Police Anti-Terrorism Hotline on 0800 789 321 or 999 for other forms of violence
Fire	Leicestershire Fire and Rescue, 12 Geoff Monk Way, Birstall		Emergency 999 Non-emergency 0116 287 2241 0115 884 5000
Emergency Planners	Resilience Partnership 1 Romulus Court Meridian East Leicester LE19 1YG		0116 305 6101
Local Authority	Charnwood Borough Council Southfield Road Loughborough, Leics LE11 2TX		01509 263151
LCC Highways	Leicestershire County Council, County Hall, Leicester Road, Glenfield, Leicester LE3 8RA		0116 3050001 0116 2323232 0300 123500 www.highways.gov.uk www.leicestershire.gov.uk/roads-and-travel
Gas	National Grid Aylestone Road, Leicester LE2 8TG		0845 8351111 wecare@nationalgrid.com

Electricity	Western Power Distribution, Pegasus Business Park, Herald Way, Castle Donington, Derby DE74 2TU		Emergency No: 0800 050 8090 Or dial 105 www.powercut105.com/
Severn Trent Water	Severn Trent Water, Anstey Lane, Leicester LE7 7GU		0845 504 0109 www.stwater.co.uk
Roads	LCC Highways, County Hall, Leicester Road, Glenfield, Leicester LE3 8RA		0116 305 0001 0116 232 3232 0300 123 500
Flooding	Environment Agency National Customer Contact Centre		0845 988 1188
GP Surgery	Highgate Medical Centre 5 Storer Close, Sileby, Leics LE12 7UD		01509 816364
GP Surgery	The Banks 9 The Banks, Sileby, Leics LE12 7RD		01509 812343
Schools	Redlands Community Primary School King Street, Sileby, LE12 7LZ		01509 812376
Schools	Highgate Community Primary School, 35 Heathcote Drive, Sileby, LE12 7ND		01509 813968
Radio station	Oak FM BBC Radio Leicester		01509 211711
Newspaper publisher	Loughborough Echo Princes Court, Royal Way, Loughborough, Leics LE11 5XR		01509 232632
Newspaper publisher	Leicester Mercury St George Street Leicester LE1 9FQ		0116 2512 512

Local TV	BBC East Midlands Today, London Road, Nottingham, NG2 4UU		0115 902 1930
Local TV	ITV News Central, Gas Street, Birmingham B1 2JT		08448 814 122 0844 881 6608
Network Rail			0345 711 4141
Chine House			01509 812445 (small animals) 01509 812446 (Equine)
Openreach			0800 023 2023